

CITIZENS ADVISORY COMMITTEE (CAC)  
OF THE MASS TRANSIT DEPARTMENT BOARD (MTDB)  
FEBRUARY 18, 2014

MEETING MINUTES

1. **Call to Order and Roll Call.** Meeting was called to order at 2:15p.m. The following Committee Members answered to roll call:

	<u>Present</u>	<u>Absent</u>
MO – vacant		
D1 – Donald G. Pearson, Vice Chair	P	
D2 – vacant		
D3 – Everardo Sanchez		A
D4 – John Eger	P	
D5 – Aziz Afravi		A
D6 – vacant		
D7 – Ben Foster	P	
D8 – Leah M. Osborne, Chair	P	
ALT – Brandon LeMaster	P	
ALT – vacant		
ALT – vacant		
2. **Public comment.** None.
3. **Approval of minutes of last meeting.** Chair motioned for approval of the minutes for meeting on January 21, 2014. Leah Osborne moved to approve minutes as presented. Seconded by Brandon LeMaster. All in favor; none opposed; motion passes unanimously.
4. **Election of CAC Officers for calendar year 2014.** Leah Osborne was nominated as Chair. Don Pearson was nominated as Vice Chair. Both accepted the nomination and agreed to serve for the remainder of 2014. Chair motioned for approval of the election of new officers. John Eger moved to approve that Leah Osborne and Don Pearson serve as Chair and Vice Chair. Seconded by Ben Foster. All in favor; none opposed; motion passes unanimously.
5. **Discussion about On-Time Performance of bus services.** Michael Herrera provided historical data for two previous fiscal years, along with current data for comparison. Explained that service improvements are a direct result of better communication between dispatch and drivers through implementation of current technology upgrades and driver training in the last several years. Mentioned that uncontrolled factors, including but not limited to traffic and weather related delays, will continue to impact on-time performance and the expectation for 100% on-time performance is unrealistic in bus service industry. Mentioned that Sun Metro is well above the national industry standard which ranges between 60% - 70%. Mentioned that implementation of real-time SMART technology and display boards for bus schedules will continue to improve Sun Metro's on-time performance measures in the coming years. No action taken.
6. **Discussion about Employer Customer Service Relations for Fixed Route passengers.** Michael Herrera explained that it is not an industry standard to issue letters (or notice) to employers for tardiness due to bus service delays, and reiterated that Sun Metro cannot assume liability for uncontrollable factors as previously mentioned. Mentioned that phone

applications providing real-time data for bus services will soon become available, and that passengers may be able to present this to their employers as evidence, when it's permissible by the employer. Jeanie Chrisman acknowledged that the LIFT does not issue these letters either, and explained that LIFT service is specialized compared to fixed route so the LIFT can work with passengers closely to eliminate tardiness issues. Michael Herrera also mentioned that Sun Metro makes every effort to put out public announcements for detours so that passengers have sufficient time to plan accordingly. No action taken.

7. **Presentation and Update on Shelter Improvement project.** Everett Esparza mentioned that project started in 2010 and is currently in Phase 4 of enhancements throughout the city. Mentioned that Phase 4 includes installation of an additional 73 shelters, 47 of which have already been installed, bringing the project total to 415 shelters to date and distributed city-wide throughout all districts. No action taken.

8. **Monthly update on LIFT Services for period ending Jan. 2014, to include:**

Jeanie Chrisman provided updates on the following items for LIFT Services, and no action was taken on any of these items.

- A. **UTEP service routes.** Maps for UTEP addresses have been geo-coded as much as they possibly can be, and Trapeze will provide new maps in the near future.
- B. **Modification of 4<sup>th</sup> step.** A total of 14 units have been upgraded, and there are 20 more to go.
- C. **Trapeze software enhancements.** Software upgrades are taking the system from version 9 to version 13, and there will be a test environment (cloud) in place while the real data is running in the background so that any kinks that may come up can be worked out accordingly.
- D. **Purchase and delivery of new buses.** By end of March, at least half of the new buses will have been delivered. Road Supervisors will test the units before drivers start driving. Modification of 4<sup>th</sup> step is included in all the new units. At least 2 units will be equipped with a longer lift for servicing larger wheelchairs. The LIFT plans to gradually replace all of the 800 series buses.
- E. **Phone system upgrades.** New system installed and phone numbers will change and be published. Existing numbers will work for 6 months and will be transferred to new numbers before transitioning out. Automated features will include computer login, call recording and retrieving, and the biggest advantage to passengers is "position 4 queues" will eliminate busy signal and track hold times. Staff is training while dispatch is being remodeled. The expectation is to be fully functional by May.

9. **Director's Report.**

- A. **Monthly Customer Service Report for Paratransit Services.** Monthly statistics through end of January 2014 were provided by Julio Perez. Mentioned that MV is doing a good job meeting their contract goals. General Q&A about specific categories as identified by the committee. No action taken.
- B. **Monthly Customer Service Report for Fixed Route.** Monthly statistics through end of January 2014 were provided by George Myers. General Q&A about specific categories as identified by the committee. No action taken.
- C. **Monthly Ridership and Operations Report for Fixed Route.** Michael Herrera provided revenue statistics through end of December 2013. Mentioned that ridership

increased and current stats are in line with new goal of 1.5 collisions per 100K miles.

Mentioned new Safety campaign kicked off “1.5 Crew” challenge. No action taken.

**10. Opportunity for committee members to request a staff report on items of interest over which the Board has authority. Discussion of items announced at this meeting will take place during the next regularly scheduled meeting.** The Committee requested that

the following items be added to the next meeting’s agenda:

- A. Itemized topics (a thru e) for LIFT services remain on the agenda for updates
- B. Update from City Attorney’s Office on the Mass Transit Board meeting schedule
- C. Update on existing vacancies for CAC

Chair asked for motion to adjourn the meeting at 3:18pm. John Eger so moved. Seconded by Brandon LeMaster. All in favor; none opposed; motion passes unanimously.

Approved by:

/s/ JAY BANASIAK  
Department Head/Board Secretary